

05-22-00

GP 2756 #4

99EC015/75339

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In Re Patent Application)

Applicant: Hymel)

For: ACD MULTIMEDIA CUSTOMER)
CONTACT ROUTING WITH)
DELAY ANNOUNCEMENTS)

Serial No.: 09/505,318)

Filed: February 16, 2000)

Attorney)
Docket No.: 99EC015/75339)

I hereby certify that this paper is being deposited with the United States Postal Service as Express Mail in an envelope addressed to: Assistant Commissioner for Patents, Washington, D.C. 20231, on this date.

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INFORMATION DISCLOSURE STATEMENT

Assistant Commissioner for Patents
Washington, D.C. 20231

Sir:

In accordance with 37 C.F.R. §§1.56, 1.97 and 1.98,
applicant hereby submits the following statements consisting of:

I. A list of patents (and attached form PTO-1449);

II. General remarks.

A copy of each listed document is enclosed herewith.

I. PATENTS

<u>U.S. Patent No.</u>	<u>Date of Issue</u>	<u>Patentee(s)</u>
5,991,394	Nov. 23, 1999	Dezonno et al.

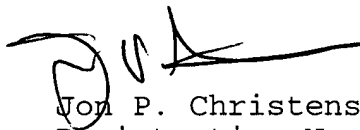
II. GENERAL REMARKS

It is respectfully requested that the above-listed patent be given consideration by the Examiner and made of record in the subject patent application.

Respectfully submitted,

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By



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